

Enterprise Incident Report March 2011

As of 4/4/2011

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Environmental Quality	167 60	167 60
Customer Company Total	167 60	167 60

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Environmental Quality	167 6	167 6
Customer Company Total	167 6	167 6

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Environmental Quality	167 0.12	167 0.12
Customer Company Total	167 0.12	167 0.12

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Environmental Quality	167 32	167 32
Customer Company Total	167 32	167 32

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Environmental Quality	166 3.39	166 3.39
Customer Company Total	166 3.39	166 3.39

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Detail

INC000000268997	Gwyn Galloway Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 1.12
INC000000269595	Ying-Ying Macauley Voice Operations	Telecom Gail Christiansen	Feature Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000270764	Shane Bekkemellom Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.67
INC000000270987	Jesse McDonald Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.01
INC000000271202	Michael Storck Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.83
INC000000271303	Sheila Stone Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Microsoft Access 2003 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.65
INC000000271305	Scott T Anderson Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.88
INC000000271659	Susan Giddings Help Desk	Application Brenda Treadway	Password Environmental Quality	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.60 1.60
INC000000271686	Reginald Olsen Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Error Code Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.26
INC000000271742	Monique Rodriguez Metro B Desktop Support	PC/Laptop Tom Hanson	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 25.39
INC000000271911	Bill Damery Metro B Desktop Support	PC/Laptop Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.51
INC000000271913	John Kennington Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.25
INC000000271949	Dale Jorgensen Metro B Desktop Support	PC/Laptop Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.72 7.98
INC000000272063	Harold Sandbeck Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Error Code Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272071	Robert Grandy Metro B Desktop Support	Network Steve McCann	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.09
INC000000272392	Rose Kenworthy Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000272687	Michelle Weis Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000272707	Gwyn Galloway Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272716	Edith VanVleet Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000272910	Michelle Weis Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Microsoft Word Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.01 5.46
INC000000272993	Helge Gabert Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.20
INC000000273046	Craig Silotti Voice Operations	Telecom Gail Christiansen	Call/Receive Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.23 8.82
INC000000273083	Harold Sandbeck Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Adobe Flash Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.39
INC000000273091	Kenneth Symons Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.36
INC000000273108	Jesse McDonald Metro B Desktop Support	Network Steve McCann	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.14
INC000000273458	Faye Bell Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.68
INC000000273459	Emily Canton Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.98
INC000000273651	Chad Harris Voice Operations	Telecom Gail Christiansen	Feature Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.71
INC000000273742	Sharon Anderson Metro B Desktop Support	PC/Laptop Steve McCann	Virus Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273904	Edith VanVleet Metro B Desktop Support	None Tom Hanson	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.20
INC000000273906	Edith VanVleet Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.37
INC000000273943	Brad T Johnson Metro B Desktop Support	Network Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 4.53
INC000000274094	Don G Hall Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31

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INC000000274181	Harold Sandbeck	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 5.76
INC000000274230	Judy Etherington	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	TIR: 2.16
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 6.24
INC000000274402	Harold Sandbeck	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.21
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.60
INC000000274407	Ron Daniels	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 4.27
INC000000274412	Teri Weiss	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 5.65
INC000000274744	Elizabeth Palmer	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275046	Edward Costomiris	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 5.59
INC000000275058	Marty Gray	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 5.64
INC000000275613	Michael Yang	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.68
INC000000275621	Sonja Robinson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.35
INC000000275835	John Waldrip	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.21
INC000000275892	Diane Hernandez	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275899	Dale Jorgensen	Application	None	Adobe Acrobat		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000276133	Kimberly A Wilcox	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 6.27
INC000000276293	Jeff Studenka	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.06
INC000000276729	Sandy Dixon	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 4.22
INC000000276763	Joe Rockwell	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 3.68

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INC000000276935	Stacy Carroll Metro B Desktop Support	PC/Laptop Tom Hanson	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.15
INC000000277092	Tim DeJulis Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.58
INC000000277098	Lori Knudsen Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.89
INC000000277101	Lori Knudsen Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Toner/Fuser/Ink Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.95
INC000000277314	Marc Earnhardt Metro B Help Desk	Application Ron LeBaron	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.60
INC000000277332	Stacy Carroll Voice/Data/WAN Services	Telecom Spencer Blodgett	Dial Tone Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 0.91
INC000000277342	Thad Baldwin Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 9.03
INC000000277364	Mark Stanger Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.67
INC000000277509	Frank Stehno Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.62
INC000000277787	William Andes Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.24
INC000000277913	Jeffrey Ostermiller Metro B Desktop Support	PC/Laptop Tom Hanson	Hardware Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 17.51
INC000000278229	Barbara Perkins Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Toner/Fuser/Ink Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.64
INC000000278241	Camron Harry Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.12
INC000000278360	Chad Harris Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.67
INC000000278374	Kate E Johnson Voice Operations	Telecom Kelly Johnson	Voice Mail Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.40
INC000000278433	Ilene Staker Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	Microsoft Access 2003 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.91
INC000000278564	Thomas Ball Application Services	Application Martin Gonzalez	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.42 6.04

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INC000000278663	Amy Dickey	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000278717	Mo Slam	None	None	None		TIR Missed: No	TIR: 0.08
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 5.72
INC000000278827	Edward Costomiris	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.66
INC000000279028	Joan Thalmann	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 5.84
INC000000279031	Scott T Anderson	Mobile Devices	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 6.42
INC000000279033	Kimberly A Wilcox	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 7.13
INC000000279161	Edith VanVleet	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.31
	Help Desk	Eileen Dubach	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000279389	Susan Woeppel	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000279391	Don Lore	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000279392	Mark Crim	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000279394	Kim Dyches	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000279397	Scott T Anderson	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR: 0.51
	Help Desk	Eileen Dubach	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.93
INC000000279514	John Waldrip	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.40
INC000000279808	Mike Herkimer	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.22
INC000000279810	Mary Fugate	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.20
INC000000279880	Deborah McMurtrie	Storage	Stand Alone	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 5.34
INC000000280488	Wade Hansen	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 6.61

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INC000000280488	Wade Hansen	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed:	Yes	TTR:	6.61
INC000000280880	Delene Stevenson	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000280912	Roman Kuprov	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	5.62
INC000000280920	Sonja Robinson	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000280930	Jon Black	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	5.86
INC000000281259	Kari Lundeen	Application	None	Documentum		TIR Missed:	No	TIR:	0.11
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.45
INC000000281322	Mario Bettolo	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000281357	Kari Lundeen	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.02
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	N/A	TTR:	
INC000000281553	Don Verbica	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	6.40
INC000000281677	Brent D Shaw	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	3.45
INC000000282057	Harry D Campbell	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.76
INC000000282172	Susan Toronto	Application	Password	None		TIR Missed:	No	TIR:	0.09
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.50
INC000000282177	Hans Millican	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.73
INC000000282235	David McCleary	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	3.51
INC000000282347	Linda Matulich	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000282350	Daniela Walsh	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.33
INC000000282355	Brad Holdaway	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000282587	John Hultquist Metro B Desktop Support	PC/Laptop Bill Crowther	Virus Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000282633	Rawn Wallgren Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.46
INC000000282639	Deborah Ng Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 5.14
INC000000282677	Gwyn Galloway Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.65
INC000000282737	Steve Packham Metro B Desktop Support	Network Steve McCann	Password Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.88
INC000000282740	Alex Pashley Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.09
INC000000282998	Rusty Ruby Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Toner/Fuser/Ink Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.80
INC000000283089	Rolf Johnsson Metro B Desktop Support	Application Tom Hanson	Reporting Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.87
INC000000283126	Debbie Oberndorfer Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000283255	Kathryn Ostler Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.85
INC000000283371	Debbie Oberndorfer Voice Operations	Telecom Annette Nielsen	Voice Mail Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.22
INC000000283473	Reginald Olsen Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.14
INC000000283508	Elisa Smith Metro B Desktop Support	PC/Laptop Tom Hanson	Hardware Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.27 10.39
INC000000283576	JD Keetley Voice Operations	Telecom Kelly Johnson	Feature Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.50
INC000000283742	Ed Macauley Jr Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.72
INC000000283854	Seth Arens Metro B Desktop Support	PC/Laptop Steve McCann	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.62
INC000000283858	Beth Wondimu Metro B Help Desk	None Ron LeBaron	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000283959	Brent D Shaw	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	6.86
INC000000283979	Shirlie Van Wagoner	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000284073	Roman Kuprov	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.35
INC000000284090	Delene Stevenson	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.24
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.38
INC000000284168	Mark Stanger	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.35
INC000000284337	Leah Ann Lamb	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.10
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	3.26
INC000000284545	Jodi Gardberg	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	6.50
INC000000284552	Amy Dickey	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	8.01
INC000000284592	Laurie Leib	Telecom	Feature	Telephone		TIR Missed:	No	TIR:	0.11
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000284659	John Jenks	Network	Error	None		TIR Missed:	No	TIR:	0.52
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.52
INC000000284665	Dave Prey	Network	Error	None		TIR Missed:	No	TIR:	0.11
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	3.28
INC000000284686	Stacy Carroll	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	2.17
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	3.26
INC000000284803	Shaun Buttars	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.10
	Voice Operations	Annette Nielsen	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000284941	William Andes	Application	None	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.27
INC000000285044	Roman Kuprov	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	2.04
INC000000285333	S Diane Nielson	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	6.41
INC000000285341	Eric Baiden	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.69

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INC000000285343	Brent D Shaw	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.66
INC000000285348	Lisa Gelino-Titcomb	Application	Error	Documentum		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000285578	Walter Baker	Network	Incident	None		TIR Missed:	No	TIR:	0.08
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	2.89
INC000000285625	Rose Kenworthy	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.26
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.88
INC000000285717	Maung Maung	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	5.91
INC000000285751	Ilene Staker	Telecom	Feature	Telephone		TIR Missed:	No	TIR:	0.15
	Voice/Data/WAN Services	Greg Blessing	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.41
INC000000285938	Lisa Gelino-Titcomb	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.51
INC000000285985	Ed Macauley Jr	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	3.05
INC000000286198	Rolf Johnsson	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.07
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	7.12
INC000000286207	Gary Harris	Application	Reporting	None		TIR Missed:	No	TIR:	0.24
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000286215	Sonja Robinson	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.14
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.43
INC000000286455	Alex Pashley	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.86
INC000000286755	Charles Bishop	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	5.34
INC000000286769	Barbara Perkins	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	5.74
INC000000286776	Laurie Leib	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	5.59
INC000000286796	Alex Pashley	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.03
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	3.95
INC000000286979	Monique Rodriguez	PC/Laptop	Virus	None		TIR Missed:	Yes	TIR:	1.37
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	2.72

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INC000000286998	Paul Zahn	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000287285	Robert Neal Olson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.11
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 5.40
INC000000287337	William Andes	Application	Reporting	None		TIR Missed: No	TIR: 0.05
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.32
INC000000287466	Reginald Olsen	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 8.07
INC000000287474	David McCleary	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.58
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.10
INC000000287536	Pam Jacob	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 7.34
INC000000287537	Robert Neal Olson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 7.35
INC000000287577	Loren Morton	Network	Error	None		TIR Missed: No	TIR: 0.18
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 6.81
INC000000287762	Jim Martin	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000287765	Scott Everett	Application	Error	WinZip		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000287860	Valerie Warr	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.79
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 7.14
INC000000288028	Reginald Olsen	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288029	Pauline Gunn	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288423	Shane Bekkemellom	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288867	Camron Harry	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.98